

OHRM TRANSFORMATION

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Overview

- NAPA Results
- OHRM Response
- OHRM Transformation Goals
- Plan and Timelines
 - Phases 1-4
- Sample Project Planning Module

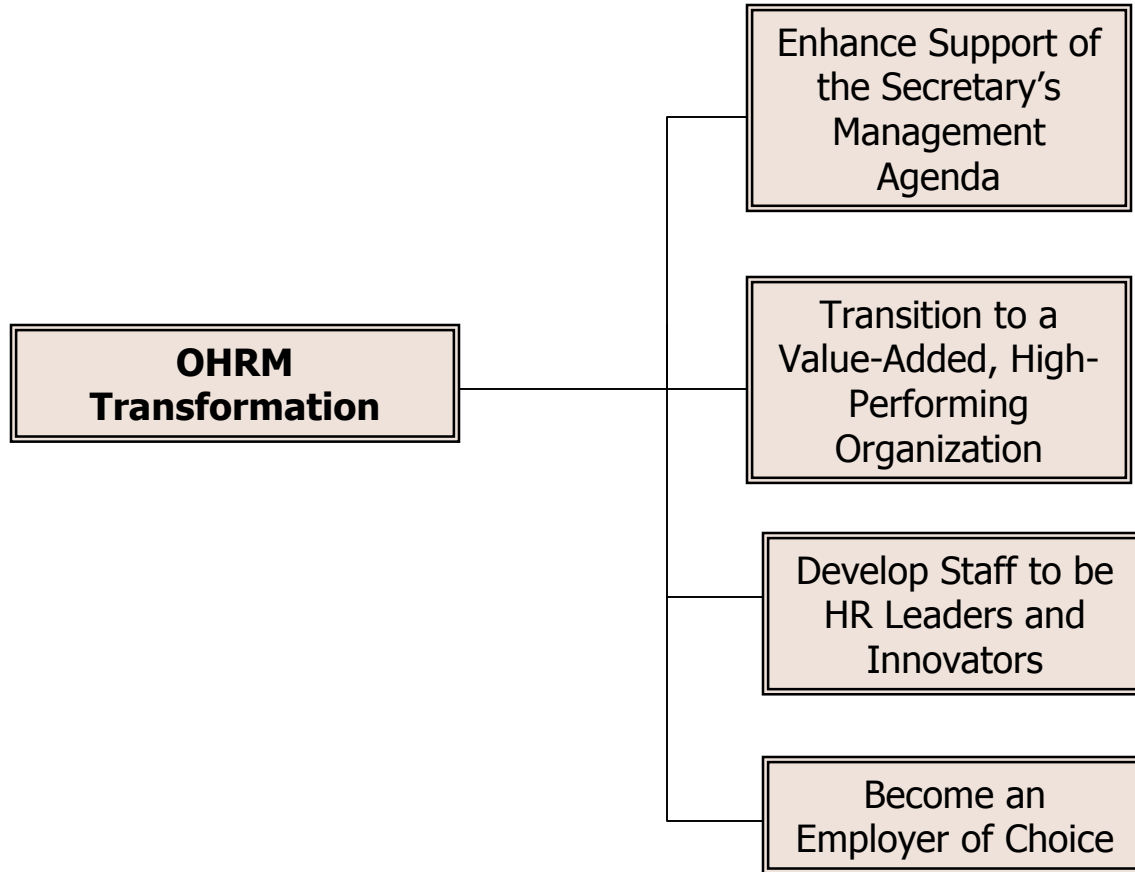
NAPA Results

- Provides a Framework for Change
- Focus is on:
 - Technical Processes
 - Skills Gaps
 - Quality Controls
 - Performance Culture

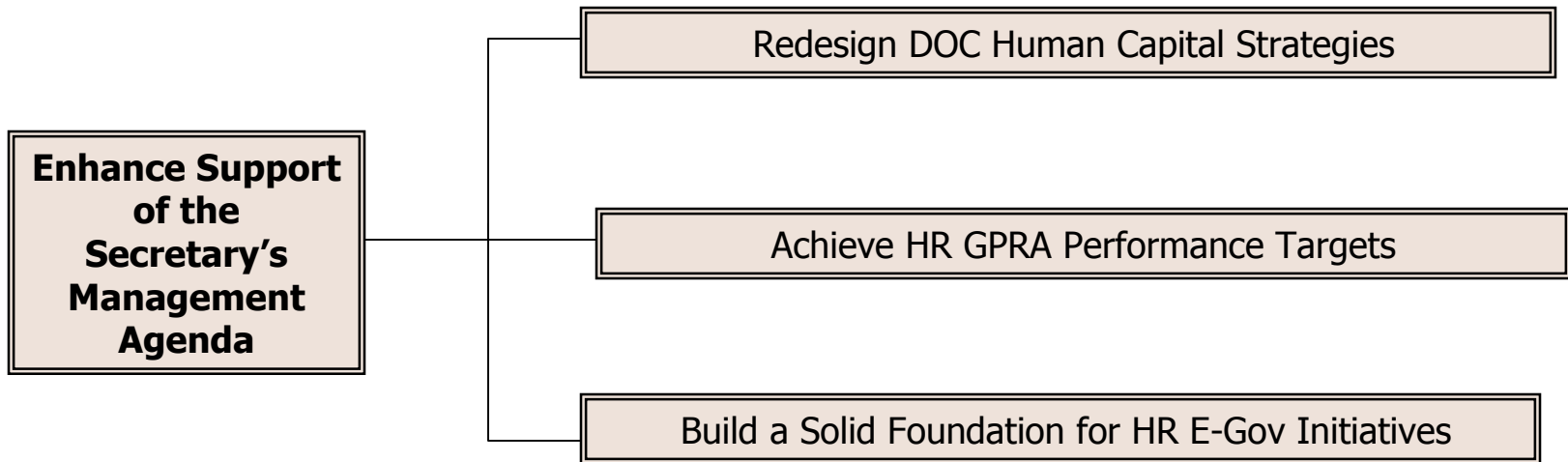
OHRM Approach

- Build on NAPA's Recommendations
- Rely on Analysis to Drive Recommendations
- Employ Collaborative Problem-Solving
- Use Incremental Pilots to Prove Concepts
- Achieve Results that are:
 - Efficient, Timely, Customer-Focused, and Value-Added

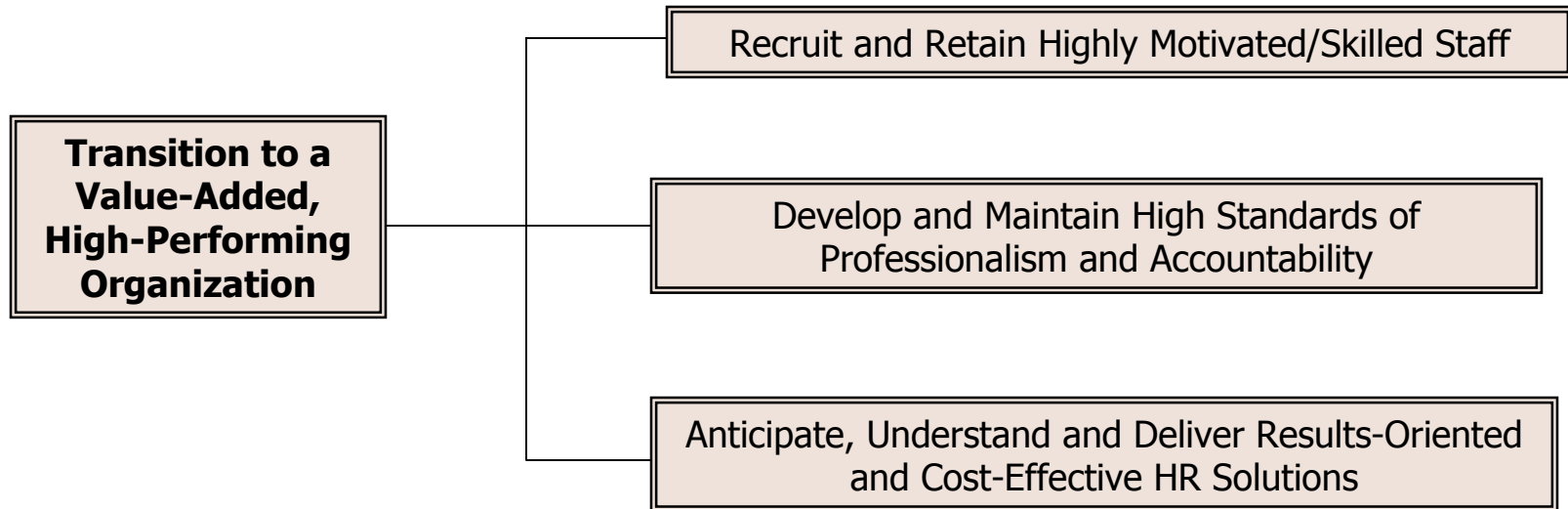
OHRM Transformation Goals



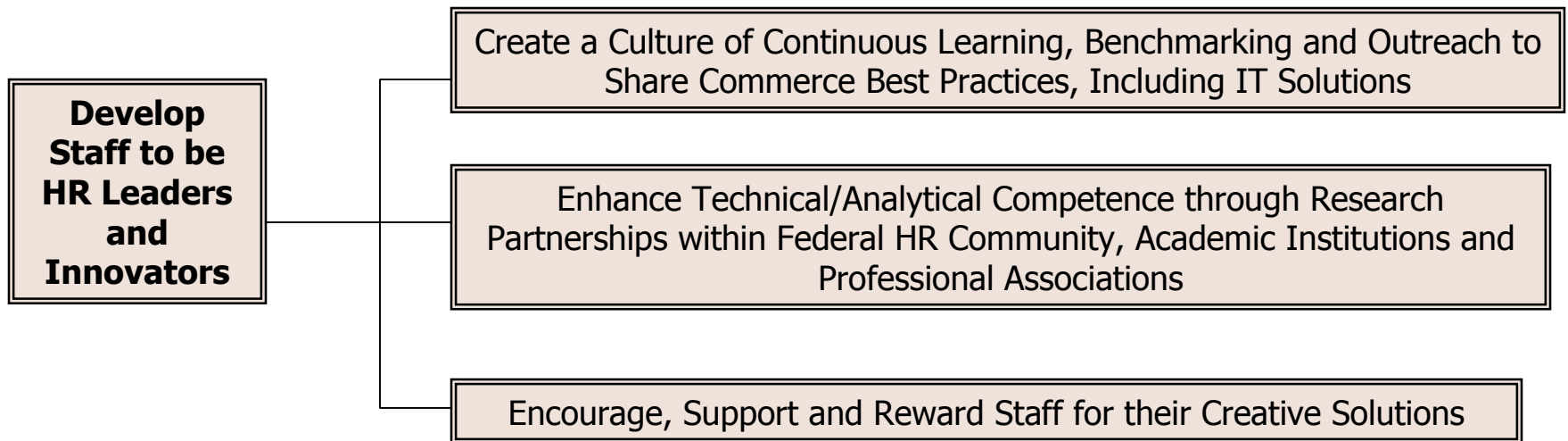
OHRM Transformation Objectives



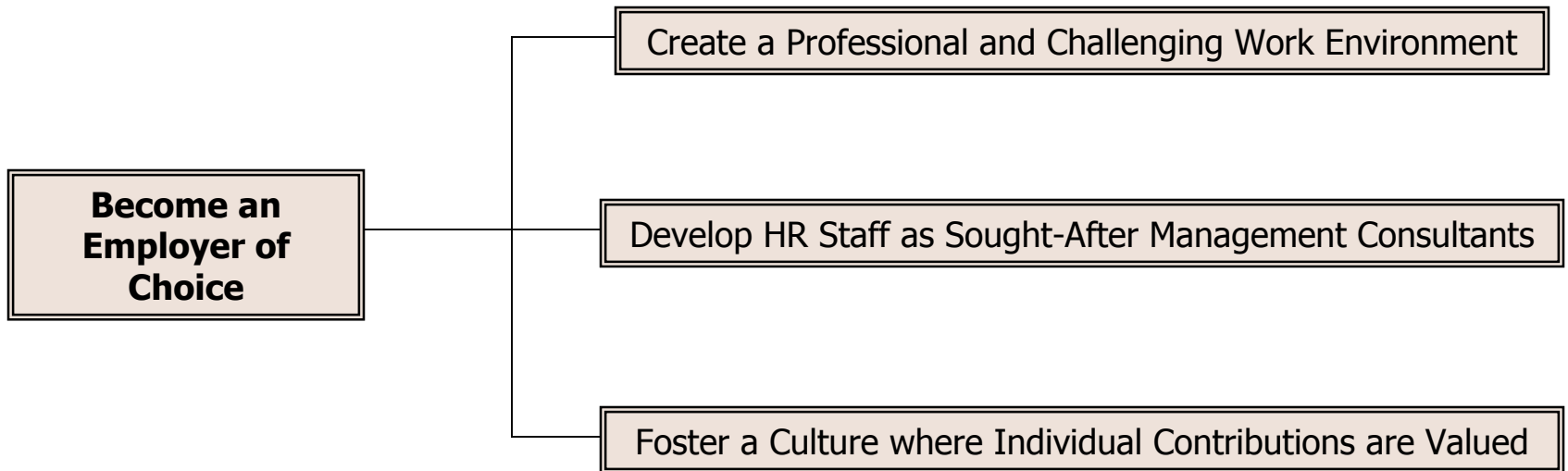
OHRM Transformation Objectives



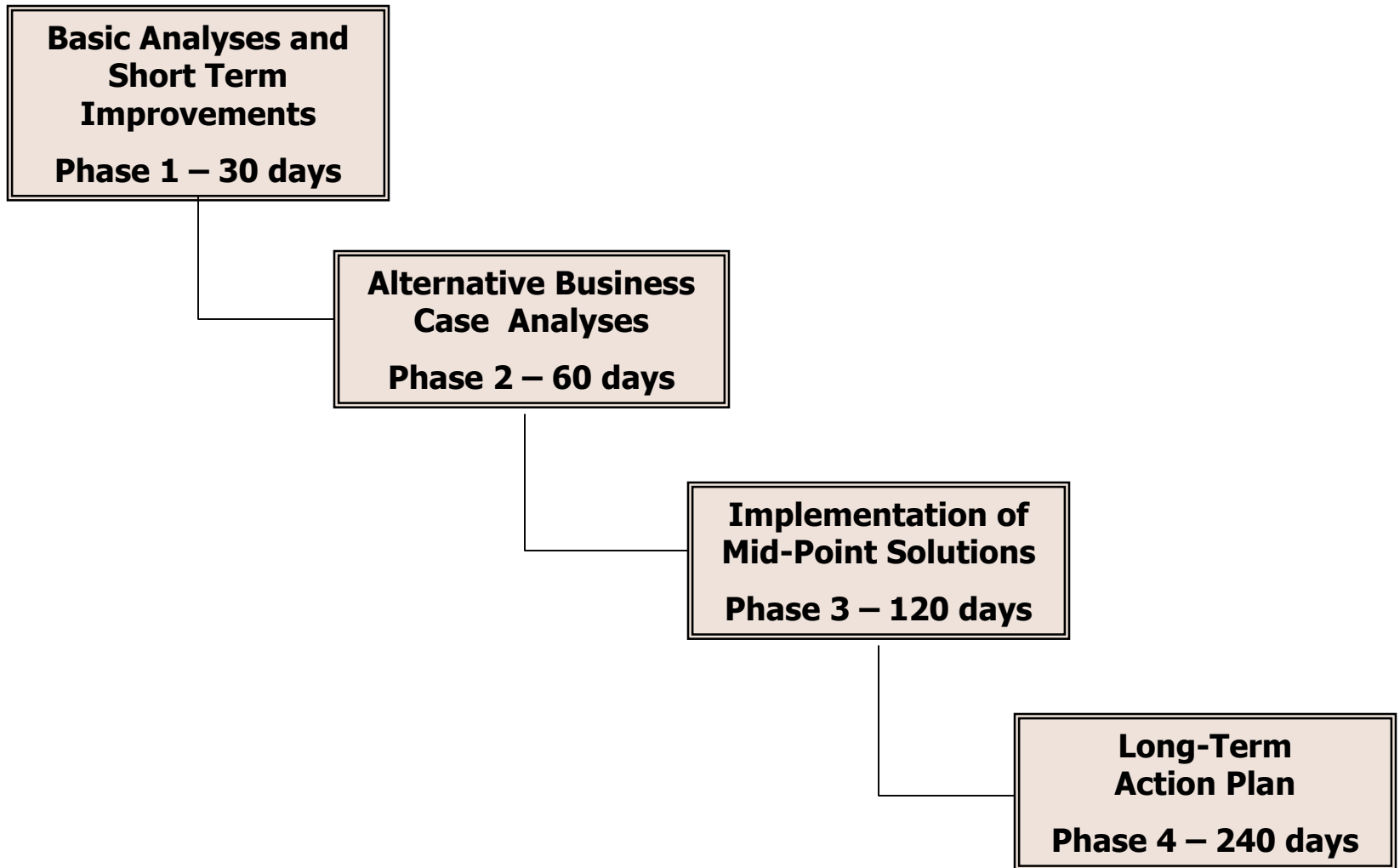
OHRM Transformation Objectives



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Basic Analyses and Short Term Improvements

Phase 1 – 30 days

- Analyze Current Quality Controls
- Conduct Top-Down Baseline Analyses
 - Funding, Staff Skills and Workload
- Analyze Case Management System
- Strengthen Communications and Coordination

Alternative Business Case Analyses

Phase 2 – 60 days

- Assess NAPA's Proposals
- Fill Critical Staffing Needs
- Develop Business Case Proposal for Case Management Tracking System
- Ensure a Continuous Focus on Error Detection and Correction Techniques
- Develop Organizational Performance Metrics Plan

Implementation of Mid-Point Solutions

Phase 3 – 120 days

- Develop Organizational Performance Metrics
- Develop Pilot Service Level Agreement (SLA) Process
- Launch Pilot Entry-Level Hiring Program
- Conduct Customer Service and HR Competencies Training

Long-Term Action Plan

Phase 4 - 240 days

- Implement Organizational Performance Metrics
 - Align Individual Performance Evaluations
- Implement SLA Process
- Launch Redesigned OHRM Website
- Implement HR Functional Partnerships
- Reengineer Critical Internal Administrative Processes
- Implement OHRM Staff HR Certification Program

Sample Project Planning Module

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